



Conflict Solutions & Security Management Consulting

Present

Advanced Communication Skills

“Conflict Management”

Dealing with angry people can be difficult and in some cases it can also be dangerous.

This Conflict Management Course is designed to deliver an understanding of why difficult people act as they do and to provide you with tools for addressing those difficult situations.

When you encounter a reasonable person acting unreasonably, there are several highly effective strategies for restoring the relationship to a productive and functional state.

This course will teach you the communication skills required to handle tough conversations and the ability to manage and successfully resolve those situations

This course will also give you the tools to control your own emotional responses.

If you have frequent interactions with difficult people, this course is for you.

Course Syllabus

Introduction - “Dealing with Difficult People”

- Definition of conflict
- How individual perceptions contribute to interpersonal conflict.

Three components to many conflicts

- Issues
- Positions
- Interests
- This section underscores the need to avoid “positional” bargaining and focuses on identifying the other party’s interests; those things that are important to them.

Different styles of conflict

- The Competitor
- The Accommodator
- The Avoider
- The Co-operator
- The Collaborator.

Interactive discussion

- How our individual mindset along with our perceptions can affect how we interact effectively or ineffectively.

Strategies to maintain professionalism in the face a difficult situation

- Personal anger management tools
- Tools for managing strong emotions in others
- Differentiating between professional language and natural language.

Human tendency to make assumptions

- Avoid making incorrect assumptions about the other person’s intentions.
- Intention invention.

Theory of Social Influence

- Predicting how others “may” respond in given situations
- Ways to determine how another person will respond
- Insights into how to avoid conflict from escalating.

Active listening skills

- Theory behind why paraphrasing is effective
- When to label another person’s emotion
- How to use an effective empathetic response.

Soft skills

- Summarizing
- Use of silence during a conflict
- Effective questioning techniques
- Professional boundary setting of inappropriate behaviour
- Specific verbal strategies for addressing the truly difficult person.

Strategies for defusing the highly agitated person

- “Unrecommended” defusing strategies
- Suggestions for addressing the highly emotional subject.

About the Trainer:



Gary McDougall is a recently retired police officer who served the law enforcement community for 25 years, where his focus was in the area of personnel development, specifically the area of communication.

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